



# **PRACTICAL USER'S GUIDE FOR THE SYMPHONY ENCORE ELECTRIC FIREPLACE**

**MODEL NUMBER:  
SF3202**

Quality checked by:

*Valued Customer,*

*We are pleased that you have chosen to purchase an electric fireplace manufactured by Dimplex North America Ltd.*

*Over the years, valuable memories will occur around the warmth and comfort of your hearth. Thank you for allowing our product to be the backdrop for those special moments.*

# **QUICK REFERENCE GUIDE FOR THE DIMPLEX ELECTRIC FIREPLACE**

- 1. Prior to the first use of the fireplace verify the following:**
    - **Are the circuit breakers for the socket the unit uses on?**
    - **Are the light bulbs in your fireplace loose? (to check, follow the instructions for replacing the light bulbs under the maintenance section of this manual)**
  - 2. The heater on your fireplace may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts and will not occur again.**
  - 3. The information regarding the model of your fireplace can be found on the rating plate located under the logset of the unit.**
  - 4. If you have any technical questions or concerns regarding the operation of your fireplace, or require service contact Dimplex North America customer service at 1-888-DIMPLEX (1-888-346-7539) before returning the product to the point of purchase.**
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## IMPORTANT INSTRUCTIONS

### SAVE THESE INSTRUCTIONS

### PLEASE RETAIN THIS USER'S GUIDE FOR FUTURE REFERENCE

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using the electric fireplace.
2. The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from the front of the unit.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.
4. Always unplug the electric fireplace when not in use.
5. Do not operate any unit with a damaged cord or plug, or if the heater has malfunctioned, or if the electric fireplace has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
6. Do not use outdoors.
7. The electric fireplace is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
8. Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
9. To disconnect the unit, turn the controls off, then remove the plug from the outlet.
10. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
11. To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
12. All electrical heaters have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
13. Do not modify the electric fireplace. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
14. Avoid the use of an extension cord. Extension cords may overheat and cause a risk of fire. If you must use an extension cord, the cord must be No. 16 AWG minimum size and rated no less than 1875 watts.
15. Do not burn wood or other materials in the electric fireplace.
16. Do not strike the fireplace glass.
17. Always use a certified electrician should new circuits or outlets be required.
18. Always use properly grounded, fused and polarized outlets.
19. Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
20. When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

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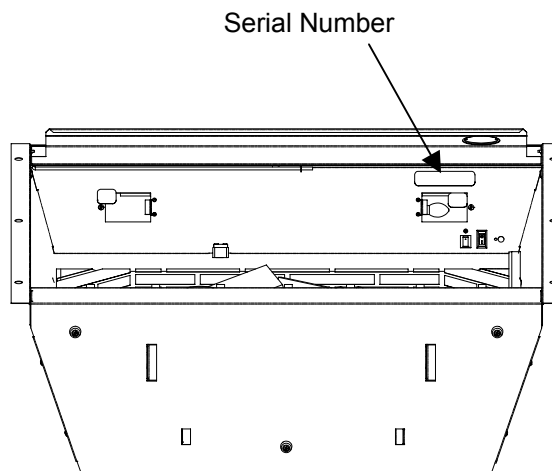
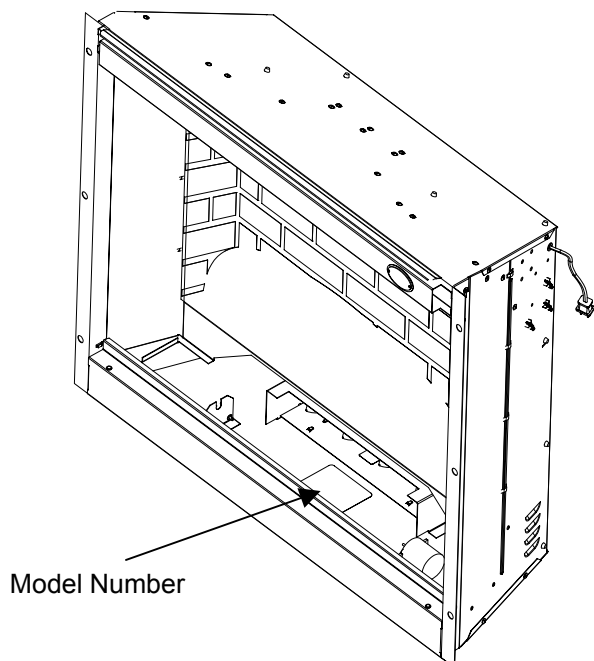
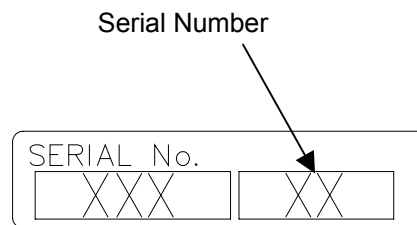
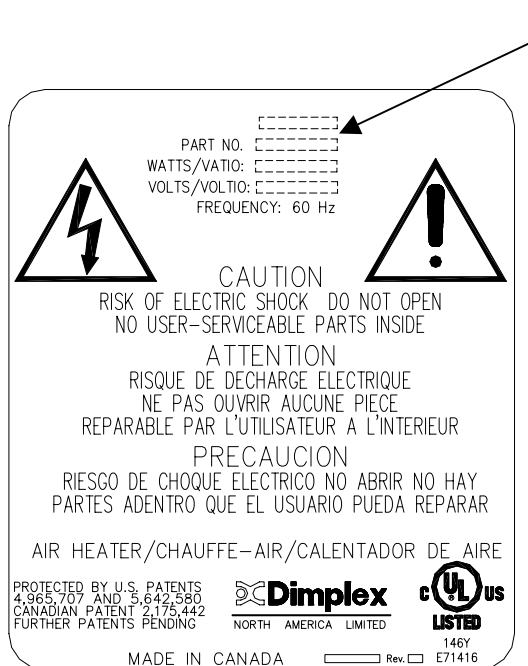
**NOTE:** Procedures and techniques that are considered important enough to emphasize.

**CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

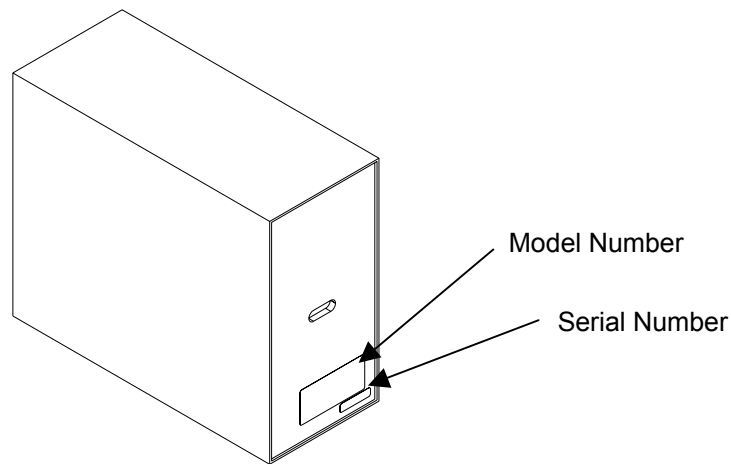
**WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, illness or death.

# IMPORTANT INSTRUCTIONS

If you have any questions about our products please have the product model and serial numbers available upon calling Dimplex customer service. To locate the model and serial number labels see below.



**Firebox**



## Carton

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### NOTE

A 15amp, 120 volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

### WARNING

Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

## SITE SELECTION AND PREPARATION

This section provides instructions for selecting a location and preparing the site to install the fireplace into your Dimplex mantel surround.

### NOTE

The fireplace insert comes completely assembled and wired. No tools will be required to prepare the site and assemble/install the fireplace.

The dimensions of the fireplace insert are 36 ½" wide X 31 ¾" high X 13" deep, the opening size is 32" wide and 28 ¼" high. This fireplace does not require any venting.

### DIMPLEX MANTEL SURROUND

1. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
2. For ease of electrical hook up you may wish to locate the fireplace near an existing outlet. (refer to NOTE 1)
3. Store the fireplace in a safe dry and dust free location.
4. Assemble the fireplace to the mantel surround kit (refer to the mantel assembly instructions).

### WARNING

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

## FIREPLACE INSTALLATION

1. Make sure the units MAIN ON/OFF switch is switched OFF (refer to operating instruction section).
2. Plug the unit into a 15Amp/120volt outlet. If the cord does not reach, you may use an extension cord rated for a minimum of 1875 watts.

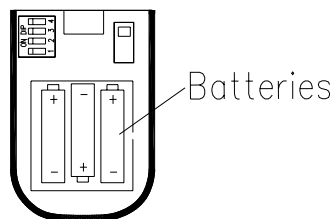
### WARNING

Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

## OPERATION

### Initializing The Remote Control

1. Turn on the electrical power at the circuit breaker.
2. Slide open the battery cover on the back of the remote transmitter.
3. Install three AAA batteries into the remote control. Replace the battery cover.



### Note:

The LCD display will flash when new batteries are inserted.

4. Move the remote transmitter close to the fireplace (less than five feet preferred). Press any button on the remote control. The remote is transferring the code to the receiver built into the fireplace.
5. Set the clock by depressing the button marked clock on the transmitter for five seconds. The hour display will flash.
6. Use the up and down buttons to set the hour.
7. Press the clock button again and the minute display will flash.
8. Use the up and down buttons to set the minute.
9. Press the clock button again and the °F or °C display will flash.
10. Use the up and down buttons to select the remote to display temperature in °F or °C
11. Press the clock button again. The remote control is now ready for operation.

## **Remote Control Operation**

### **Warning:**

It takes some time for the receiver to respond to the transmitter. Do not press the buttons more than once within two seconds for correct operation.

### **Note:**

The fireplace has an automatic timer function that will shut your fireplace off if the remote control has not been operated within a six-hour period.

## **Auto Mode**

### **Note:**

When auto mode is activated the flame and heat will turn on. The heater will turn on and off to keep the room temperature the same as the remote controls set temperature.

1. Press POWER button to turn unit on. (There may be a slight delay)
2. Press the UP or DOWN buttons to change the set temperature, if desired.
3. In auto mode the remote transmitter will automatically turn on the flame and heater when the room temperature is below the target temperature and turn off the heater ONLY when the room temperature is above the target temperature.
4. Press POWER button once to turn unit off.

## **Timer Mode**

1. You can set the timer to the length of time you want the unit to operate
2. (1 to 120 minutes).
3. Press the TIMER button once. The timer display will blink ---
4. Press the UP and DOWN buttons to adjust the timer display in minutes.
5. Press the TIMER button once to set the timer.
6. The timer setting can be reset by pressing the TIMER button and using the DOWN button until the timer display reads ----, press the TIMER button once to set the timer.
7. Press the POWER button to turn the unit on.
8. The fireplace will automatically shut off when the timer reaches 0 minutes.

## Child Proof Function

1. Remove the battery cover on the back of the remote control.
2. Slide the small blue switch down to activate the child proof function.
3. Child Proof will appear on the display screen and all function on the remote will be locked.
4. To enable normal remote control operation when the child proof function is activated, press the up and down buttons in the following sequence, UP-DOWN-DOWN-UP-DOWN the remote functions will now operate normally. The remote will return to the child proof function if buttons are not pressed after two minutes.
5. To disable the child proof function remove the battery cover on the back of the remote and slide the small blue switch up.

## Batteries

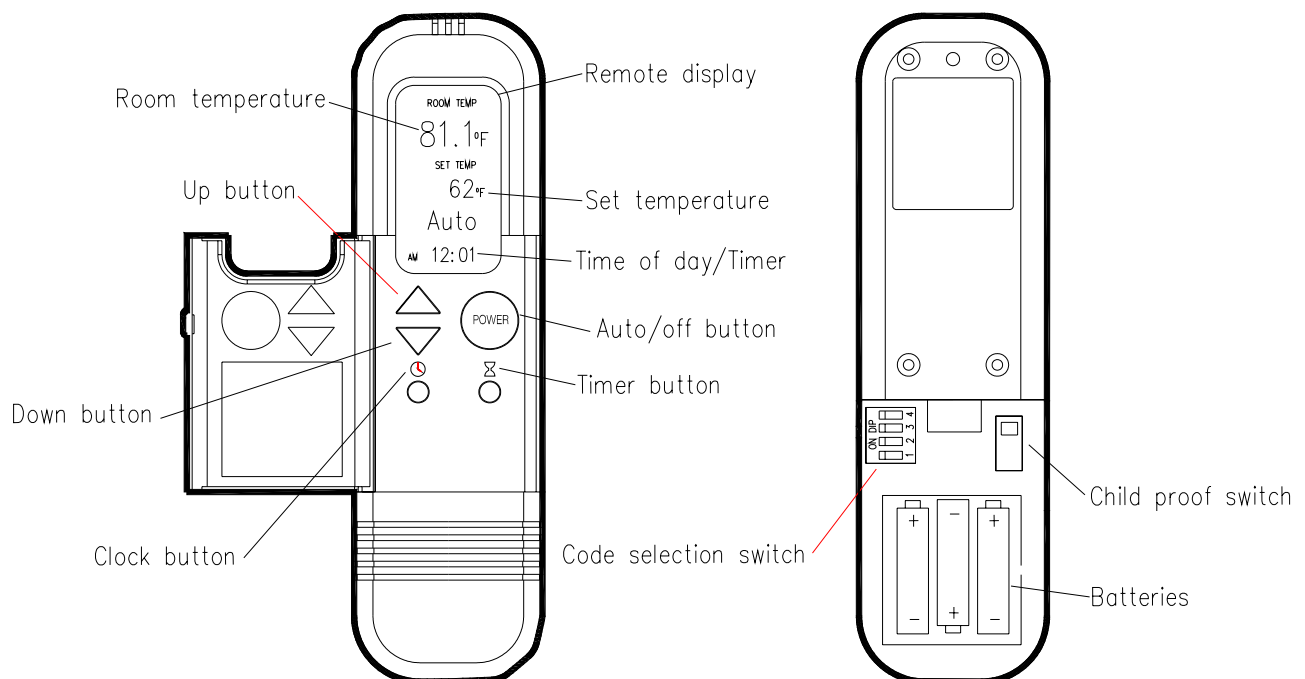
1. The remote control uses 3 AAA size batteries (included). Replace these batteries at least every 6 months or when the low battery appears on the remote display screen.
2. When batteries are removed wait at least 1 minute before replacing with new batteries.

## Code selection

If the current remote control is interfering with the operation of other remote control devices (TV, VCR, garage doors etc.) The code can be changed on the remote.

### To change code:

1. Remove the battery cover on the back of the remote control.
2. Slide the four small switches to any configuration other than the factory set code.
3. Remove the batteries, wait for one minute.
4. Install the batteries.
5. Install the battery cover onto the remote.
6. Reinitialize the remote control.





# OPERATION

## Electric Fireplace Manual Controls

The manual controls are located inside the fireplace in the upper right hand corner.

### A. Manual on/off switch

1. The fireplace has a manual power ON/OFF switch located on the control panel of the fireplace.
2. To operate press the switch once, to turn the unit on. A red light will illuminate to indicate the power is on. Press the switch again to turn the unit off.

#### NOTE:

When the manual power switch is used the heater will run.

The manual ON/OFF switch is to be used only when the remote transmitter is OFF.

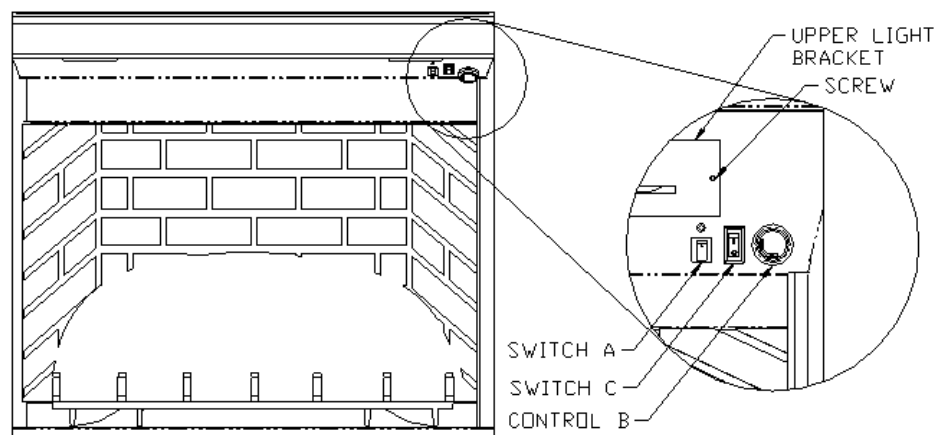
### B. Flame action control

Turn the flame action control knob to adjust the flame speed control to the desired level.

### C. Heater override switch

When the Manual on/off switch is in the on position the heater will run. Turn the heater override switch to the off position to shut off the heater.

**NOTE:** Ensure that the heater override switch is in the on position for the heater to work with the remote control.



## RESETTING THE TEMPERATURE CUTOFF SWITCH

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the MAIN ON/OFF SWITCH to OFF and waiting 5 minutes before switching the unit back on.

#### CAUTION

If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-800-668-6663.

# MAINTENANCE

## WARNING

Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

## LIGHT BULB REPLACEMENT

Allow at least 5 minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

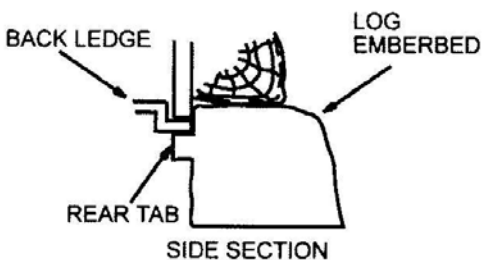
Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are four bulbs under the log set which generate the flames and embers and two bulbs above the log that illuminate the log exterior.

## LOWER LIGHT BULB REQUIREMENTS

Quantity of 4 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating.

## LOWER LIGHT BULB REPLACEMENT

The lower light bulbs are located at the back of the fireplace under the logset. To access the lower light bulbs, grasp the back of the plastic emberbed and firmly pull the emberbed forward and up until the rear tab clears the back ledge. Handle the logset by the under side and place it out of the way, pull the rotating flicker aside and replace the required bulbs lower light bulbs. Re-assemble in the reverse order.



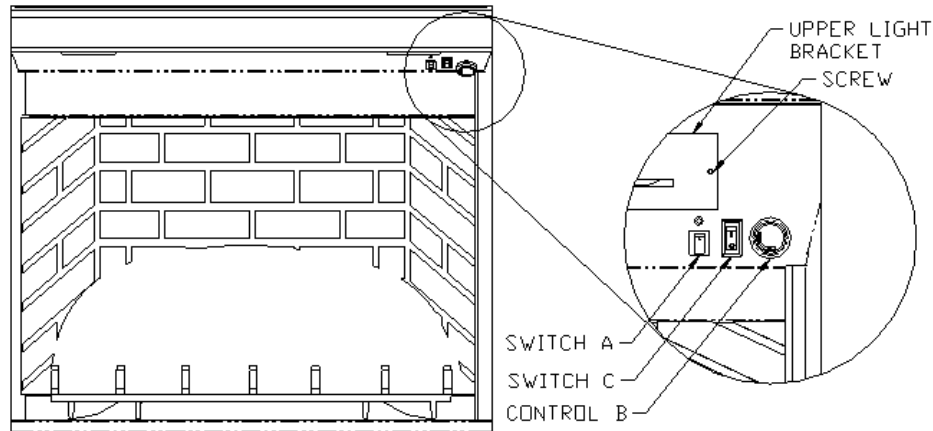
**CAUTION:** Grasping the logset by the logs or the grate when removing the logset may result in damaging the logset.

## UPPER LIGHT BULB REQUIREMENTS

Quantity of 2 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 7 watt rating.

## UPPER LIGHT BULB REPLACEMENT

The upper light bulbs are located inside the fireplace on the top panel. To access each bulb one screw must be removed with a standard slot screwdriver, once the screw is removed the bracket will slide out of the fireplace along with the bulb. Replace bulb and re-assemble in reverse order.



## HELPFUL HINTS

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

## GLASS CLEANING

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

## FIREPLACE SURFACE CLEANING

Use a cloth dampened with warm water only to clean painted surfaces of the electric fireplace. Do not use abrasive cleaners.

# TEN YEAR LIMITED WARRANTY

## *Products to which this limited warranty applies*

This limited warranty applies to the following model of your newly purchased Dimplex electric fireplace **SF3202** and to newly purchased Dimplex fireplace surrounds (mantels) and trims. This limited warranty applies only to purchases made in any province of Canada *except* for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) *except* for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

## *Products excluded from this limited warranty*

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

## *What this limited warranty covers and for how long*

*Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment. Subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 10 years from the date of the first purchase of such products as follows: (a) a repair or replacement warranty on defective products or parts, including in-home services, for the first three years following the date of first purchase; and (b) thereafter, a replacement of parts warranty on defective products and parts (with no in-home services) for the 7 year period commencing on the second anniversary of first purchase and ending on the tenth anniversary of the date of first purchase.*

*Dimplex fireplace surrounds (mantels) and trims covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products. Warranty services do not include in-home services.*

***The above section is a summary only of your warranty rights. Please review the remaining provisions of this warranty for your specific rights.***

The limited 10 year warranty period for products other than fireplace surrounds (mantels) and trims and the limited 1 year warranty period for fireplace surrounds (mantels) and trims also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

### *What this limited warranty does not cover*

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

### *What you must do to get service under this limited warranty*

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-[DIMPLEX](tel:1-888-346-7539) (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

### *What Dimplex will do in the event of a defect*

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during (i) the 10 year limited warranty period for products other than fireplace surrounds (mantels) and trims, and (ii) the 1 year limited warranty period for surrounds (mantels) and trims, you have the following rights:

- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- **For products (other than surrounds (mantels) and trims) for the period ending at midnight on the third anniversary of the date of first purchase**, Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part. *This limited warranty entitles the purchaser to on-site or in-home warranty services.* Accordingly, Dimplex will be responsible for all labour and transportation costs associated with the repair or replacement of the product or part except as follows: (i) charges may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Dimplex's dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.
- **For products (other than surrounds (mantels) and trims) for the period commencing at 12:01 a.m. on the day after the third anniversary of the first purchase and ending at midnight on the tenth anniversary of the date of first purchase**, this limited warranty entitles the purchaser to replacement parts only without charge. If Dimplex is unable to replace such part, or if replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of replacement, choose to refund the purchase price for such part. The purchaser shall not be entitled to on-site or in-home warranty services. The purchaser shall be responsible for all expenses incurred for the removal of the part and installation of the replacement part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall not be the responsibility of Dimplex.

- **For surrounds (mantels) and trims for the period ending at midnight on the first anniversary of the date of first purchase**, Dimplex will in its sole discretion either repair or replace such defective surrounds (mantels) and trims or part thereof without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part. The purchaser shall not be entitled to on-site or in-house services. The purchaser is responsible for all expenses incurred for repair or replacement of such product or part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's business and all labour costs. Such costs shall not be the responsibility of Dimplex.
- On-site or in-home services not provided under this warranty may be performed at the purchaser's specific request and expense at Dimplex's then-current rates for such services.

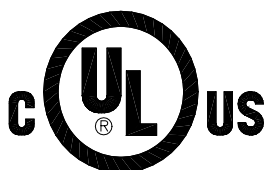
*What Dimplex and its dealers and service agents are also not responsible for:*

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

*How State and Provincial law apply*

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



**1-888-DIMPLEX**  
**1-888-346-7539**

**Dimplex®**

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